RMV Update

MassDOT Board Meeting

September 16, 2019

REGISTRY OF MOTOR VEHICLES

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“Go-Live” for ATLAS Rollout Phase 2

- Project to replace the RMV’s Automated License and Registration System-24/7 transaction based system ALARS

- Project implementation team includes RMV, MassDOT, Commonwealth IT, and the developer vendor, FAST Enterprises

March 26, 2018
- Release 1: **Completed**
- Driver/ID Services

November 12, 2019
- Release 2: Goes live
- Vehicle Services

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ATLAS

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“Go-Live” for ATLAS Rollout Phase 2 (cont.)

Release 2: Vehicle Services *(Business Services Included)*

Vehicle Registration and Title
- Document Scanning at Point of Sale
- Electronic Vehicle Registration (EVR) and Electronic Lien and Title (ELT) Programs
- Inventory Management (Plates, Decals)
- New Online Transactions and Vehicle Registration Get Ready Form
- Revenue Collection & General Ledger
- Vehicle Inspection Process
- Revised Customer Letters, Applications and Forms

Municipalities
- Excise Tax Program and Non-Renewal Process

Insurance Policy Management Program (IPM)
- Vehicle Insurance Validation
- Vehicle Insurance Policy Management

Merit Rating Board
- Owner Civil Motor Vehicle Citations

More
- Business Partner eServices and business portals
- Vehicle Data Conversion
- System Interfaces

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Organizational / Personnel Reforms

- **New Out of State (OOS) Notifications Unit**
- **Deputy Registrar for Safety**
- **Chief Compliance Officer**
- **Merit Rating Board**
  - 1st Meeting Called and Interim Director Named
- **Director of Policy**

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State-to-State Communications Review

- **Preliminary Grant Thornton Report & 5 Interim Reports Issued**
- **Re-Establishing Secure File Transfer with N.H.**

- **MRB Work Items**
  - Queue reduced from ~22,000 to ~15,700
  - Approx. items generated daily reduced from ~2,000 to ~1,500

- **5,260 Drivers Suspended**
  - 3,391 -- Mail (Backlog & New Daily Incoming)
  - 1,869 – NDR Review

- **Joint Committee on Transportation:**
  - 512,000 Pages of Responsive Documents Provided
  - All requested will be provided by Sept. 25th

Service Update

- **Breaking Service Records Across Service Centers**
  - 15,400 Customers Served on Friday of Labor Day Weekend

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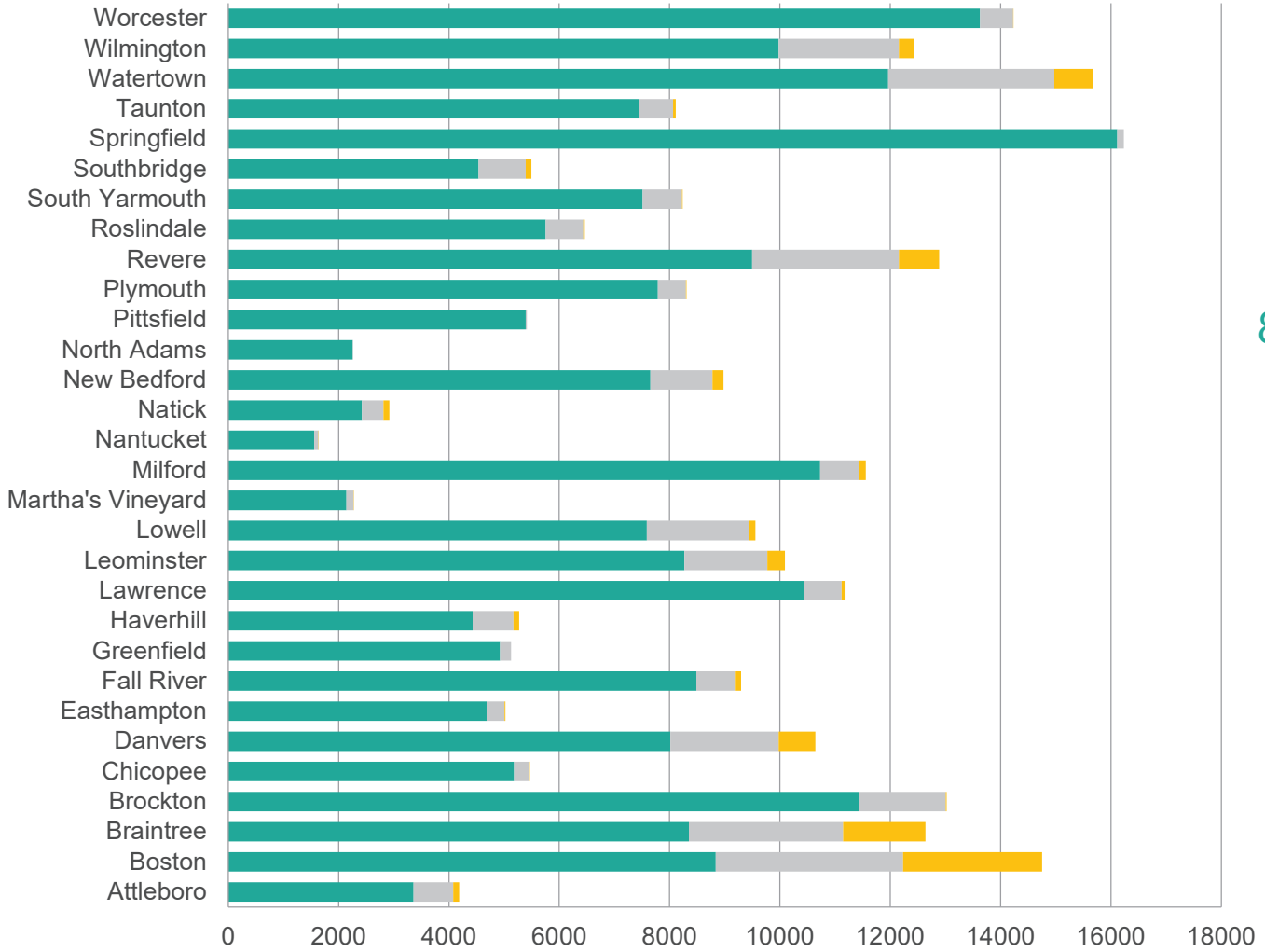
Service Update – August 2019



83% under 30 minutes
12% 30 to 60 minutes
5% over 60 minutes

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